

## **Exhibit E**

**From:** Kevin T. Cuenot  
**To:** Flores, Romelia H.  
**Date:** 6/20/03 6:45PM  
**Subject:** IBM Docket BOC9-2003-0013; ASE Docket 6169-383

Re: Draft Patent Application for  
METHOD FOR MANAGING RESOURCES IN A MULTI-CHANNELED  
CUSTOMER SERVICE ENVIRONMENT  
IBM Docket BOC9-2003-0013; ASE Docket 6169-383

Dear Romelia,

Enclosed please find for execution a final draft of the above-identified patent application, the Declaration and Power of Attorney, the Assignment, the Oath and Assignment for the Republic of China, and a revised version of the patent.

After your review of the revised patent application and drawings, if the patent application accurately recites all of the invention's characteristics, please print out the formal documents and have all of the inventors sign and date the enclosed documents where indicated.

Please note that pursuant to IBM's request, all of the signatures must be contained on the same documents. Once the documents are fully executed, please send the documents to our office via facsimile copy for filing with the patent application. Please also send the original documents to us via regular mail.

Finally, if you feel we have not fully addressed your concerns, or have any questions, please do not hesitate to contact us prior to executing the documents.

Very truly yours,  
Kevin Cuenot

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**CC:** Bartels, Valee; Buchheit, Brian; Venturelli, Elaine